

Passmore Care Services

Business Sector: Care

Business Size: 1:49

Region: South West

Business Profile: A family business based in Exeter who have a wealth of experience providing accommodation and individualised support packages for adults with learning disabilities and/or other special needs.



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Lisa Craig
General Manager

The challenge

Exeter family-run business Passmore Care Services believe training is an important part of its commitment to offer its clients the best possible service.

The company was launched in 2004 and offers an holistic and flexible approach to supporting adults with special needs to live independently within the community.

Lisa Craig, recently appointed as general manager of the business, which has 10 employees, says "a gold star, professional service for all our clients" is at the heart of its work. "We recognise that good investment in staff training is the key to achieving this."

The solution

Lisa got in touch with Train to Gain for free advice on NVQ training in advice, guidance and health and social care for Passmore's support staff.

Lisa met with Business Link Adviser Helen Kelly and together they undertook a simple analysis of the business' needs.

Lisa said: "I found out one member of staff will be eligible for a free NVQ Level 2 using Train to Gain funding. Helen has also put local providers of this NVQ training in touch with me, which has saved a lot of time and effort.

"We are also submitting an application for Leadership and Management match funding, which may be able to assist us with up to £1000 towards training for our senior management team through the Leadership and Management Advisory Service."

The results

Helen Kelly said: "Employers are often confused by the sheer range of training provision available, so part of the service I offer is to identify training needs and source suitable providers. I can also advise on how to pay for this training by recommending any available funding".

A meeting with a Business Link Business Development Manager was also arranged to help find ways the company might be able to run more cost-effectively.

What is Train to Gain?

Train to Gain is a service offering independent advice on improving the skills of your employees. The Service helps employers – of all sizes and in all sectors – to boost their business by training their staff.

Independent Business Link Advisers help you to find the right training and the right providers, and construct a training package tailored to each business.